

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, April 12, 2012 in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

Present: Paula Laundrie-Vice Chair
Craig Huxford, Helen Smits, Carole Andrews, Bill Clancy, JoAnn Grashberger, Susan Hyland

Excused: Tom Lund, Chair

Also

Present: Brian Shoup, Executive Director
Tom Servais, Accountant Supervisor
Kevin Lunog, Behavioral Health Services Manager
Genevieve Willemon, Office Manager

1. **Call Meeting to Order:**
The meeting was called to order by Vice Chair Paula Laundrie at 5:17 pm.
2. **Approve/Modify Agenda:**
ANDREWS/SMITS moved to approve the agenda.
The motion was passed unanimously.
3. **Approve Minutes of March 8, 2012 Human Services Board Meeting:**
ANDREWS/HUXFORD moved to approve the minutes dated March 8, 2012.
The motion was passed unanimously.
4. **Executive Director's Report:**

Resignation

- Shoup announced that Jean O'Leary is resigning as the Director of Community Programs to accept the position of Human Services Area Coordinator with the Office of Family Care Expansion. Her last day here will be May 4th. Shoup stated we are losing a key person who has brought excellent leadership to this agency. He mentioned it will be beneficial to have her assistance with the transition to family care.
- Shoup was able to get the position on the agenda for consideration at the full county board meeting Tuesday, April 17th. We will be actively recruiting after the position gets approved.

Q: County Board Member Clancy asked if it was a financial issue.

A: Shoup stated that we are continuing to see a talent drain and other key people have resigned. We have to look at what we have to do to attract and retain good people. He stated Human Resources is participating in an effort statewide to review classifications and salaries to see what market rates should be which is noteworthy.

Vice Chair Laundrie passed on congratulations to Jean stating she was a wonderful person to work with. She stated it is a real loss to lose such a quality individual. She will be missed in terms of personality and hard work ethic given on behalf of the residents of Brown County.

Child Protection

- The first quarter of this year has seen a significant increase in child abuse and neglect reports over the same period last year.
 - January 2012 vs 2011 – 17%
 - February 2012 vs 2011 – 45%
 - March 2012 vs 2011 – 19%
- Shoup & O'Leary met with the CPS management team to discuss the data. In the short term, we'll be adding a temporary social worker position to keep pace with the increase. We'll be monitoring this data monthly to determine what budget strategies we will propose for 2013.

Q: County Board Member Clancy asked if number referrals signify the initial number of calls that come in.

A: Shoup said yes but noted that we do not investigate every report that we receive. Many cases are handled without a formal investigation. We had hoped that we added five positions to the unit, we could investigate more referrals than in the past. Due to the increase in calls, we have been unable to do that.

Q: Board Member Smits asked if it's possible that the public is more comfortable reporting now than before.

A: Shoup stated we have considered that. The legislature did increase the number of mandated reporters but we aren't seeing the increased calls coming from those additions. We have gotten positive feedback for customer service but that doesn't seem to have accounted for the spike either. We have looked at data from other larger counties around the state and it looks like none of the other counties have seen what we have seen besides Winnebago. We are still looking at the data to try and determine what the cause is.

Q: Board Member Hyland asked the impact of the five added positions to CPS.

A: Shoup stated without those five positions, we would be in much worse shape in regards to the spike in calls. We are currently participating in a lot of different initiatives including being the pilot county for permanency planning. If the increase of calls continue, the capacity will be used for that and we will need to look at solutions for the 2013 budget.

Board Vacancies

- Shoup announced that Alison Draheim is no longer a Brown County resident and thus has resigned her HS Board seat. Carole Andrews lost her election for another term as a County Board Supervisor and thus has vacated her seat as well. This leaves two county board vacancies and one citizen vacancy.
- It has been determined that Carole Andrews will fill the citizen vacancy and remain on the HS Board. We are currently recruiting for two county supervisors to join our board.

Family Care Representation

- The County Executive has chosen to have Carole Andrews continue in her term as the Brown County representative on the NEW Family Care Board of Directors.
- The NEW Family Care district has received positive communication from DHS that they will be moving forward and interim funding will be available for the district.

CLANCY/ANDREWS moved to receive and place on file.
Motion was carried unanimously.

5. Challenges for next 5 years in Human Services

- Shoup stated that WCHSA has been studying a proposal for redesigning the entire Human Services system. This proposal embraces an idea of shared governance indicating that Human Services and the state should share the burden of governance and funding. Currently, the state decides every two years how much state aids to give to various Human Services areas via a non-negotiable contract. The funding is generally inadequate for the mandates that are given.

Q: Board Member Smits asked if there was shared governance would we get more input.

A: Shoup stated that he doesn't believe it's a realistic approach and that it could become more symbolic than anything

- Shoup stated the proposal would make it easier for regionalization to occur. With current consortiums (E.S. & Family Care), they are made up of different groups of counties. This promotes regionalization but not integration. Shoup stressed the importance of regionalizing in a systematic way that preserves integration.
- Looking in the future five years, the Human Services system will look substantially different. Counties should be proactive in their approach to having input in how the system will look.

6. Policy Development Issue: Expanding access to psychopharmacology (adults)

- Shoup introduced Kevin Lunog, the Behavioral Health Services Manager and explained that there's a 3-4 month wait for clients to see a psychiatrist or an APNP to get pharmaceuticals to treat mental illness. Over the next three meetings, issues and recommendations to the board will be presented.
- Lunog introduced Genevieve Willemon, Office Manager, who started at beginning of the year and oversees the outpatient clerical staff.
- Lunog presented a list of the current prescribers. He stated that bridging programs have been instituted to make sure that clients medications continue until their first psychiatric appointment. An intake social worker can do screenings and assessments at the same time. A Medication Group has been created for clients to learn about their medications, report side effects and receive necessary adjustments.
- Lunog presented 2011 Outpatient Numbers and noted that there are more outpatients coming in versus out so the program is constantly expanding. With a three month wait list, initial attendance is affected.

Q: Vice Chair Laundrie asked if court-ordered clients are more likely to follow-through with their appointments.

A: Lunog said not necessarily. The court order doesn't affect their desire to go to their appointment.

Q: Vice Chair Laundrie asked why there is such a long wait list.

A: Lunog stated the number of people have increased but also more co-occurring addiction of mental health issues.

- Lunog presented the reimbursement breakdown and stated that Medicaid reimburses at a lesser rate so most insurance clients go elsewhere due to wait list.
- Willemon discussed stated that the 'Avatar' program went live in January and the scheduling part started in March. She stated it has proved more efficient and accurate and has merged 4 systems' data into 1.
- Lunog described the various options that would alleviate the issue of the wait list including hiring a part-time Psychiatrist or contracting with an area prescriber. He stated that only 5% of APNPs have an emphasis in psychiatry. Education and credentials are continually rising as requirements in professions.

Q: Vice Chair Laundrie asked if we have people with master's degrees in the mental health field that we hire to run adolescent groups.

A: Lunog stated that the APNPs prescribe medications but that other positions run the groups. Shoup stated that there are very specific rules regarding insurance and we will not get reimbursed without certain criteria being met.

Q: County Board Member Clancy asked who is setting the rules that we have to keep upgrading our position requirements.

A: Lunog stated the members of the professions themselves put the pressure on for higher credentialing.

Q: Board Member Huxford asked how the Obamacare 2014 plan, if enacted, will affect us.

A: Lunog stated it will affect the alcohol and drug counselors who will be required to have a master's degree.

County Board Member Clancy left meeting at 6:11 p.m.

Q: Board Member Smits asked Lunog if when we request additional funding, do we explain the consequences of not getting psychopharmacology to patients timely, including financial impact and possibility for crisis.

A: Lunog stated we will address that in 1 of the next 2 meetings and will also be addressing the counseling that is being provided.

Q: Board Member Grascberger asked how Avatar will interface with Epic, the new hospital software.

A: Lunog stated there is a common computer language between the systems so records will be able to be sent electronically.

7. Financial Report

- Shoup introduced Tom Servais who has been an Accountant Supervisor with Human Services for 15 years. We have been down one Accountant Supervisor since Kay Smet's retirement and Servais is currently supervising 25 people and doing accounting for entire community services program division.
- Servais stated that his unit has been busy completing year-end and numbers look favorable for 2011. At this point, Community Programs has a surplus of 2 million dollars. This figure may be higher, but we want to look at all angles before finalizing the numbers. Servais stated the cost-effective initiatives that have been implemented are paying off. He said that maintaining these figures is important.
- Servais stated for 2011, the CTC shows a deficit of \$738,000 but combining that with CP, we will still show a surplus.

HUXFORD/HYLAND moved to receive and place on file.
Motion was carried unanimously.

8. Community Treatment Center Statistical Update:

Please refer to the packet which includes this information.

9. Bellin Hospital Statistical Update:

Please refer to the packet which includes this information.

10. Contract Update:

Please refer to the packet which includes this information.

11. Other Matters:

Next Meeting: Thursday, May 10, 2012
5:15 p.m. – Sophie Beaumont Building, Board Room A

12. Adjourn Business Meeting:

ANDREWS/HUXFORD moved to adjourn; motion passed unanimously. Vice Chair Laundrie Lund adjourned the meeting at 6:35 p.m.

Respectfully Submitted,

Kara Navin
Recording Secretary